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7/29/03

PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM
FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENT

Examiner: J. Corrielus

Art Unit: 2172

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450, Alexandria, VA
22313-1450 on

July 21, 2003

Date of Deposit

Richard Yoon

Name

Richard Yoon

Signature

7/21/03

Date

AMENDMENT

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

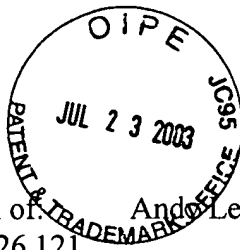
Dear Sir:

In response to the Office Action dated April 23, 2003, in connection with the above-identified application, please enter and consider the following amendments and remarks:

RECEIVED

JUL 25 2003

Technology Center 2100



In re the application of: And Lee et al.

Serial No.: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND SUPPORT MANAGEMENT

#6
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Mail Stop Non-Fee Amendment**Commissioner for Patents****P.O. Box 1450****Alexandria, VA 22313-1450****RECEIVED**

JUL 25 2003

Technology Center 2100

Sir:

Transmitted herewith is an Amendment in the above-identified application;
Twenty-two (22) Sheets of Formal Drawings; and
Return postcard.

The fee has been calculated as shown below:

	(Col. 1)	(Col. 2)	(Col. 3)	SMALL ENTITY			OTHER THAN A SMALL ENTITY		
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	OR	RATE	ADDIT. FEE	
TOTAL	42	MINUS 42	=	-0-	x 9	\$	OR	x 18	\$-0-
INDEP CLAIMS	3	MINUS 3	=	-0-	x 39	\$	OR	x 78	\$-0-
[] FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					+135	\$	OR	+270	\$
					TOTAL	\$	OR	TOTAL	\$-0-

* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box on Col. 1 of a prior amendment or the number of claims originally filed.

[] The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. _____. A copy of this sheet is enclosed.

[] Any filing fees under 37 CFR 1.16 for the presentation of extra claims.

[] Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

Richard K. Yoon

Registration No. 42,247